

1. Online chat question:

1:07 PM: Are you interested in analytics, who is visiting the park/s?

DCR Answer:

Park visitors include budget conscious travelers and middle income people who can stay in a cabin for one thousand dollars a week during the summer season, and less for off-season.

Families and groups stay in our state parks. Our campers vary, some are budget conscious and some campers bring expensive camping equipment. Parks has an online survey to solicit comments from the public. Comments frequently include connectivity. Visitors include families, day use (hikers, bikers, boating). A very broad customer base.

2. Phone question

Question: In customer surveys, what are questions and comments regarding connectivity?

DCR Answer: Parks have an online survey, but there is not a specific question regarding connectivity. There is a question regarding amenities in cabins and a question soliciting general comments. Some people want connectivity and some people want to 'unplug'. Some simply do not want their children to have connectivity, so the parents don't have to police the children's devices.

3. Phone question

Question: Are any other Agencies looking at responses to RFI?

DCR Answer: No, just us of DCR and CIT (Center for Innovative Technology)

4. Phone question

Question: Are any other states used as a model?

DCR Answer: We have looked at West Virginia, Kentucky and the National Park Service.

5. Phone question

Question: When will you get started?

DCR Answer: We will get started as each situation allows. We hope to move ASAP within this year and funding and infrastructure are factors. We've hired a contracted person to help us with telecommunications implementations.

6. Phone question

Question: Therefore, can we respond to the RFI, park by park as our research is completed for an individual park?

DCR Answer: Yes, multiple responses by park would be acceptable. We recognize the parks have different environments and considerations.

7. Phone question

Question: Has DCR hired a consultant to improve connectivity or to improve all aspects of state parks?

Follow Up - Question: So consultant is technical support?

DCR Answer: DCR has hired a staff augmentation consultant to assist with connectivity and interacts with several other agencies, both VDOT's Virginia Public Private Partnership group and the Center for Innovative Technology have provided assistance in a consultative manner.

8. On line Follow Up - question

Follow Up - Question: where I am going with it (Customer Surveys) is how do you pay for it? You can push coupons for the boat house, the cottages, etc.?

DCR Answer: Parks run its own on-line survey to collect survey information from guests. The survey is important to us. We are interested in increasing incrementally, starting with basic connectivity for staff and Wi-Fi for overnight guests. Increased connectivity would lead to additional revenue, for instance, selling ice to campers if we can accept credit cards.